

MERCHISTON SURGERY – LOCAL PATIENT PARTICIPATION REPORT – 2012/2013

Introduction

On behalf of Merchiston Surgery Patient Participation Group (PPG) I am delighted to present the group's second report. The report outlines the initial aims and objectives of the group and how the group was formed. The report compares results from the *2011 – 2012 survey* with the recently completed *2012 – 2013 survey* and displays the group's achievements to date.

The purpose of the Patient Participation Scheme is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice.

Aims

- a. to participate in the health improvement of the local population.
- b. to encourage patients to engage in their own healthcare.

Objectives

- a. to share experiences and feedback.
- b. identifying areas with scope for improvement.

The Surgery advertised the formation of the PPG in the waiting room and on the Surgery website explaining the purpose of the PPG and requesting volunteers. The Surgery also engaged in writing with 65 registered patients from various patient groups including; gender, age, ethnicity, physical disabilities and social demographics.

The PPG is advertised in the waiting room and on the Surgery website www.merchistonsurgery.co.uk Please contact me at the Surgery if you would like to join the group or find out how you can become involved in the development of the Surgery.

14 registered patients responded and expressed an interest in joining the PPG. The group comprised 10 females and four males. All are white British aged between 44 years and 80 years. The first meeting was held at Merchiston Surgery on 29 November 2011. Subsequent meetings have been held on 1 February 2012 and 13 March 2012 to agree areas for development and implement ideas for the first survey (*2011-2012*).

Meetings were held on 2 May 2012, 5 September 2012, 5 December 2012 and 5 March 2013 to discuss and agree areas for development and obtain patients views for the second annual survey (*2012-2013*) and finally to discuss and agree the 2013 action plan.

In addition to the above meeting I attended a PPG Forum meeting on 6 February 2013 along with PPG representatives from PPG's throughout NHS Swindon.

Action Plan for 2011 – 2012

- a. Improve physical access – *Automatic doors to the entrance of the Surgery were installed in December 2012. Disability parking bays have been improved and are now the required size.*
- b. Increase communication between the Surgery and the patients – *We have introduced a text message reminder service regarding appointments. We are advertising surgery times and services offered in the waiting room and on the website. We are investigating installing an electronic health education/information screen in the waiting room.*

c. Investigate methods to improve access to appointments – *In consultation with the Primary Care Foundation, we analysed a week of appointment data and investigated ways of introducing change. We have increased advance appointment booking from 4 weeks to 6 weeks as many patients wanted to book ahead further for routine review appointments. We now offer a greater percentage of book ahead appointments. We have also increased the number of receptionists answering telephone calls between 8:00 am and 09:30 am.*

Other information about the Surgery

The Surgery is open each day, Monday to Friday, from 8:15 am in the morning to 6:30 pm in the evening. The telephone lines are open between 8:00 am and 6:30 pm weekdays.

Extended Opening Hours

The Surgery also offers extended opening hours on:

Monday: Morning 7:00 am – 8:00 am and Evenings 6:30 pm – 7:30 pm

Tuesday: Evenings 6:30 pm – 7:30 pm

Friday: Morning 7:00 am – 8:00 am

This extended service is for pre-booked routine appointments only.

Text Reminders for Appointments

As requested we offer a text reminder service for appointments. If you would like to take advantage of this free service please complete a text reminder consent form available from reception. We have received positive feedback from patients who receive this service.

Seasonal Flu Vaccinations

The seasonal flu vaccination clinics for 2013 are scheduled to commence early October 2013.

You are eligible to receive a free flu vaccination at the Surgery if you are the clinical risk groups below:

All patients aged 65 years and over	Chronic respiratory disease (aged six months or older)	Chronic heart disease (aged six months or older)	Chronic kidney disease (aged six months or older)
Chronic neurological disease (aged six months or older)	Diabetes (aged six months or older)	Diabetes (aged six months or older)	Immunosuppression (aged six months or older)
Pregnant Women	People living in long-stay residential care homes	Carers Those in receipt of carer's allowance.	

Merchiston Surgery currently has 13,753 registered patients. The doctors see in excess of one thousand patients per week. We are a popular and extremely busy Surgery and receive hundreds of telephone calls daily therefore you may experience difficulties getting through at certain times of the day, particularly between 8:00 am and 9:30 am. We have very recently changed our telecommunications provider and are currently investing in this area.

If you are telephoning to speak with a doctor about a non-urgent matter, please remember that you may have to wait until the doctor has finished seeing patients. Times cannot be provided of when a doctor will return your call. For emergency care, you will always be able to speak to, or see, the Duty Doctor of the day.

Finally, thank you to the 300 patients who completed the *2012-2013 survey* and to the PPG members who continue to invest their time and energy in identifying areas for development.

The following report outlines the outcomes of our first annual survey and the action points resulting from our second annual survey. We hope that you find the report useful and agree that the PPG members have been proactive in developing services, for you, our registered patients.

Steve Oswald
Practice Manager

Prioritising issues for the PPG Survey 2012-2013

The PPG members attended a PPG meeting at Merchiston Surgery on 5 December 2012 to discuss the survey. It was agreed that the *2012-2013 survey* should ask broadly the same questions as it would be interesting to compare the two years of results.

The questions were categorised in the following areas:

- Access to a Doctor
- Access to a Nurse
- Obtaining a Repeat Prescription
- Physical Environment
- About the Staff
- Overall Satisfaction with the Surgery

The survey was conducted during January and February 2013. 300 questionnaires were completed and analysed (this is an increase on the previous survey by 100) The survey was advertised in the waiting room and patients were invited to participate. In addition to the surveys completed in the waiting room, 25 questionnaires were posted to ethnic minorities, 25 questionnaires were forwarded to Wemyss Lodge and Church View Care Homes.

The 300 completed questionnaires were collated and distributed to the PPG members for comment and to devise an action plan for 2013. The results of the *2012-2013 survey* are displayed on the left in **bold type** next to the results of the initial *2011-2012 survey*.

Action Plan from the 2012/2013 Results

The findings of the below questionnaire were discussed with members of the PPG at a meeting on 5 March 2013. The members were very happy with the positive results and suggested the the following action plan should be implemented:

- a. Improve service received from Lloyds Pharmacy
- b. Increase communication
- c. Increase available parking

MERCHISTON SURGERY PATIENT PARTICIPATION GROUP QUESTIONNAIRE 2013

Access to a Doctor

Question 1.

Seeing the Doctor of your choice

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	94	31.3%	50	25.0%
(4) = Good	108	36%	73	35.6%
(3) = Fair	54	18%	49	24.5%
(2) = Poor	12	4%	24	12.0%
(1) = Very Poor	6	2%	3	1.5%
Question Not Answered or by Patient	26	8.6%	1	0.5%
Total Questionnaires =	300		200	

Question 2.

Convenience of day and time of your Doctor appointment

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	90	30%	51	25.5%
(4) = Good	108	36%	84	42.0%
(3) = Fair	63	21%	49	24.5%
(2) = Poor	12	4%	13	6.5%
(1) = Very Poor	2	0.6%	3	1.5%
Question Not Answered by Patient	25	8.3%	0	0.0%
Total Questionnaires =	300		200	

Question 3.

Length of time waiting to book a routine Doctor appointment

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	33	11%	20	10.0%
(4) = Good	87	29%	55	27.5%
(3) = Fair	102	34%	77	38.5%
(2) = Poor	37	12.3%	42	21.0%
(1) = Very Poor	12	4%	4	2.0%
Question Not Answered by Patient	29	9.6%	2	1.0%
Total Questionnaires =	300		200	

Question 4.

Length of time waiting to book an emergency Doctor appointment

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	116	38.6%	69	34.5%
(4) = Good	98	32.6%	70	35.0%
(3) = Fair	47	15.6%	35	17.5%
(2) = Poor	4	1.3%	14	7.0%

(1) = Very Poor	1	0.3%	<i>1</i>	<i>0.5%</i>
Question Not Answered by Patient	34	11.3%	<i>11</i>	<i>5.5%</i>
Total Questionnaires =	300		<i>200</i>	

Question 5. Part 1.

Are you aware of the procedure for requesting a home visit? Yes/No

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
Yes	120	40%	<i>183</i>	<i>41.5%</i>
No	175	58.3%	<i>115</i>	<i>57.5%</i>
Question Not Answered by Patient	5	1.6%	<i>2</i>	<i>1.0%</i>
Total Questionnaires =	300		<i>200</i>	

Question 5. Part 2.

Would you be interested in booking appointments online? Yes/No

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
Yes	153	51%	<i>112</i>	<i>56.0%</i>
No	147	49%	<i>84</i>	<i>42.0%</i>
Question Not Answered by Patient	0	0%	<i>4</i>	<i>2.0%</i>
Total Questionnaires =	300		<i>200</i>	

Access to a Nurse

Question 6.

Seeing the Nurse/Health Care Assistant of your choice

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	79	26.3%	<i>58</i>	<i>29.0%</i>
(4) = Good	127	42.3%	<i>86</i>	<i>43.0%</i>
(3) = Fair	37	12.3%	<i>33</i>	<i>16.5%</i>
(2) = Poor	8	2.6%	<i>4</i>	<i>2.0%</i>
(1) = Very Poor	1	0.3%	<i>0</i>	<i>0.0%</i>
Question Not Answered by Patient	48	16%	<i>19</i>	<i>9.5%</i>
Total Questionnaires =	300		<i>200</i>	

Question 7.

Convenience of day and time of your Nurse/Health Care Assistant appointment

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	85	28.3%	<i>41</i>	<i>20.5%</i>
(4) = Good	123	41%	<i>95</i>	<i>47.5%</i>
(3) = Fair	56	18.6%	<i>47</i>	<i>23.5%</i>
(2) = Poor	5	1.6%	<i>11</i>	<i>5.5%</i>
(1) = Very Poor	0	0%	<i>0</i>	<i>0.0%</i>
Question Not Answered by Patient	31	10.3%	<i>6</i>	<i>3.0%</i>

Total Questionnaires =	300		200	
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Question 8.

Length of time waiting to book a routine Nurse/Health Care Assistant appointment

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	44	14.6%	30	15.0%
(4) = Good	125	41.6%	69	34.5%
(3) = Fair	75	25%	62	31.0%
(2) = Poor	17	5.6%	27	13.5%
(1) = Very Poor	7	2.3%	3	1.5%
Question Not Answered by Patient	32	10.6%	9	4.5%
Total Questionnaires =	300		200	

Obtaining a repeat prescription

Question 9.

Prescription ready on time?

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	128	42.6%	81	40.5%
(4) = Good	113	37.6%	76	38.0%
(3) = Fair	24	8%	21	10.5%
(2) = Poor	5	1.6%	4	2.0%
(1) = Very Poor	0	0%	1	0.5%
Question Not Answered by Patient	30	10%	17	8.5%
Total Questionnaires =	300		200	

Question 10.

Prescription correctly issued?

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	175	58.3%	110	55.0%
(4) = Good	93	31%	57	28.5%
(3) = Fair	11	3.6%	14	7.0%
(2) = Poor	1	0.3%	1	0.5%
(1) = Very Poor	0	0%	1	1.0%
Question Not Answered by Patient	20	6.6%	16	8.0%
Total Questionnaires =	300		200	

Question 11. Part 1.

Dealing with any Prescription queries

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	124	41.3%	52	26.0%
(4) = Good	127	42.3%	111	55.5%
(3) = Fair	28	9.3%	30	15.0%
(2) = Poor	2	0.6%	0	0.0%

(1) = Very Poor	0	0%	1	0.5%
Question Not Answered by Patient	19	6.3%	6	3.0%
Total Questionnaires =	300		200	

Question 11. Part 2.

Would you be interested in requesting repeat prescriptions online? Yes/No

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
Yes	113	37.6%	92	46.0%
No	178	59.3%	100	50.0%
Question Not Answered by Patient	9	3%	8	4.0%
Total Questionnaires =	300		200	

Physical environment

Question 12.

Cleanliness of premises

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	151	50.3%	105	52.5%
(4) = Good	109	36.3%	84	42.0%
(3) = Fair	15	5%	8	4.0%
(2) = Poor	2	0.6%	2	1.0%
(1) = Very Poor	0	0%	0	0.0%
Question Not Answered by Patient	23	7.6%	1	0.5%
Total Questionnaires =	300		200	

Question 13.

Convenience of automatic doors

Possible Score	= 2013 Actual Score	= 2013 Actual %
(5) = Very Good	188	62.6%
(4) = Good	74	24.6%
(3) = Fair	13	4.3%
(2) = Poor	2	0.6%
(1) = Very Poor	0	0%
Question Not Answered by Patient	23	7.6%
Total Questionnaires =	300	

Question 14.

How do you rate disability access? (Car park/toilets/waiting room/physical access)

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	129	43%	55	27.5%
(4) = Good	111	37%	85	42.5%
(3) = Fair	16	5.3%	31	15.5%
(2) = Poor	1	0.3%	6	3.0%
(1) = Very Poor	1	0.3%	0	0.0%

Question Not Answered by Patient	42	14%	23	11.5%
Total Questionnaires =	300		200	

Question 15.

How do you rate the information provided by the surgery?

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	127	42.3%	48	24.0%
(4) = Good	145	48.3%	109	54.5%
(3) = Fair	23	7.6%	36	18.0%
(2) = Poor	0	0%	5	2.5%
(1) = Very Poor	0	0%	0	0.0%
Question Not Answered by Patient	5	1.6%	2	1.0%
Total Questionnaires =	300		200	

Question 16.

Toilet facilities

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	110	36.6%	46	23.0%
(4) = Good	134	44.6%	122	61.0%
(3) = Fair	16	5.3%	26	13.0%
(2) = Poor	3	1%	2	1.0%
(1) = Very Poor	1	0.3%	0	0.0%
Question Not Answered by Patient	36	12%	6	0.0%
Total Questionnaires =	300		200	

Question 17.

Facilities and comfort of waiting room

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	106	35.3%	41	20.5%
(4) = Good	135	45%	89	44.5%
(3) = Fair	33	11%	56	28.0%
(2) = Poor	1	0.3%	9	4.5%
(1) = Very Poor	1	0.3%	1	0.5%
Question Not Answered by Patient	24	8%	4	2.0%
Total Questionnaires =	300		200	

About the staff

Question 18.

The information provided by the Reception staff

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	150	50%	62	31.0%

(4) = Good	116	38.6%	97	48.5%
(3) = Fair	27	9%	40	20.0%
(2) = Poor	6	2%	0	0.0%
(1) = Very Poor	0	0%	0	0.0%
Question Not Answered by Patient	1	0.3%	1	0.5%
Total Questionnaires =	300		200	

Question 19.

The professionalism/helpfulness of the Reception staff

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	156	52%	75	37.5%
(4) = Good	113	37.6%	93	46.5%
(3) = Fair	26	8.6%	28	14.0%
(2) = Poor	3	1%	3	1.5%
(1) = Very Poor	0	0%	0	0.0%
Question Not Answered by Patient	2	0.6%	1	0.5%
Total Questionnaires =	300		200	

Question 20.

How do you rate the check-in at reception?

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	174	58%	101	50.5%
(4) = Good	81	27%	82	41.0%
(3) = Fair	10	3.3%	16	8.0%
(2) = Poor	3	1%	0	0.0%
(1) = Very Poor	0	0%	0	0.0%
Question Not Answered by Patient	32	10.6%	1	0.5%
Total Questionnaires =	300		200	

Question 21.

The professionalism/helpfulness of other staff

Possible Score	= 2013 Actual Score	= 2013 Actual %	= 2012 Score	= 2012 %
(5) = Very Good	158	52.6%	75	37.5%
(4) = Good	124	41.3%	110	55.0%
(3) = Fair	13	4.3%	13	6.5%
(2) = Poor	0	0%	1	0.5%
(1) = Very Poor	0	0%	0	0.0%
Question Not Answered by Patient	5	1.6%	1	0.5%
Total Questionnaires =	300		200	

Question 22.

Overall satisfaction with the Surgery

Possible Score	= 2013 Actual	= 2013 Actual	= 2012	= 2012
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	Score	%	<i>Score</i>	<i>%</i>
(5) = Very Good	146	48.6%	70	35.0%
(4) = Good	127	42.3%	98	49.0%
(3) = Fair	25	8.3%	27	13.5%
(2) = Poor	2	0.6%	4	2.0%
(1) = Very Poor	0	0%	0	0.0%
Question Not Answered by Patient	0	0%	1	0.5%
Total Questionnaires =	300		200	

Average age of patient

16364 total years divided by 300 answers = 54.5 average years

Question answered by patient 285 = 95%

Question not answered by patient 15 = 5%

Male 113 = 37.6%

Female 171 = 57%

Question answered by patient 284 = 94.6%

Question not answered by patient 16 = 5.3%

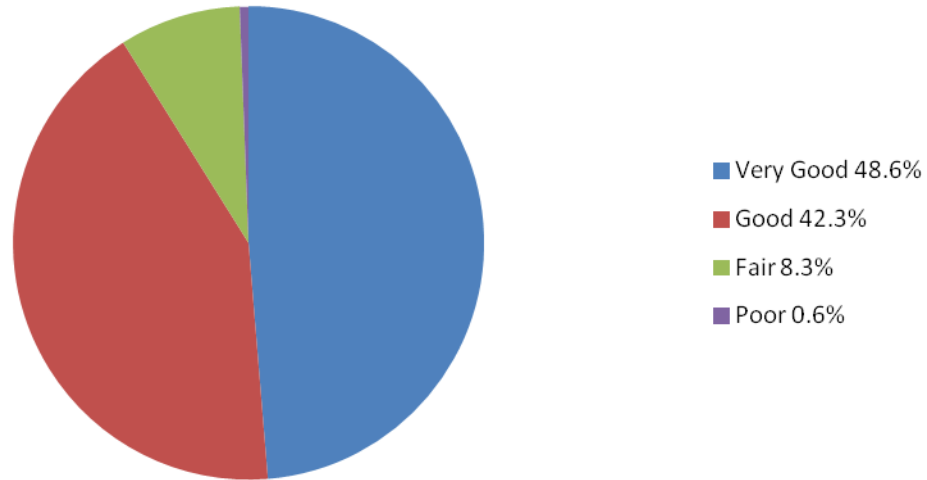
Average number of years as a patient at the surgery

5313 total years divided by 300 questionnaires = 17.7 average years

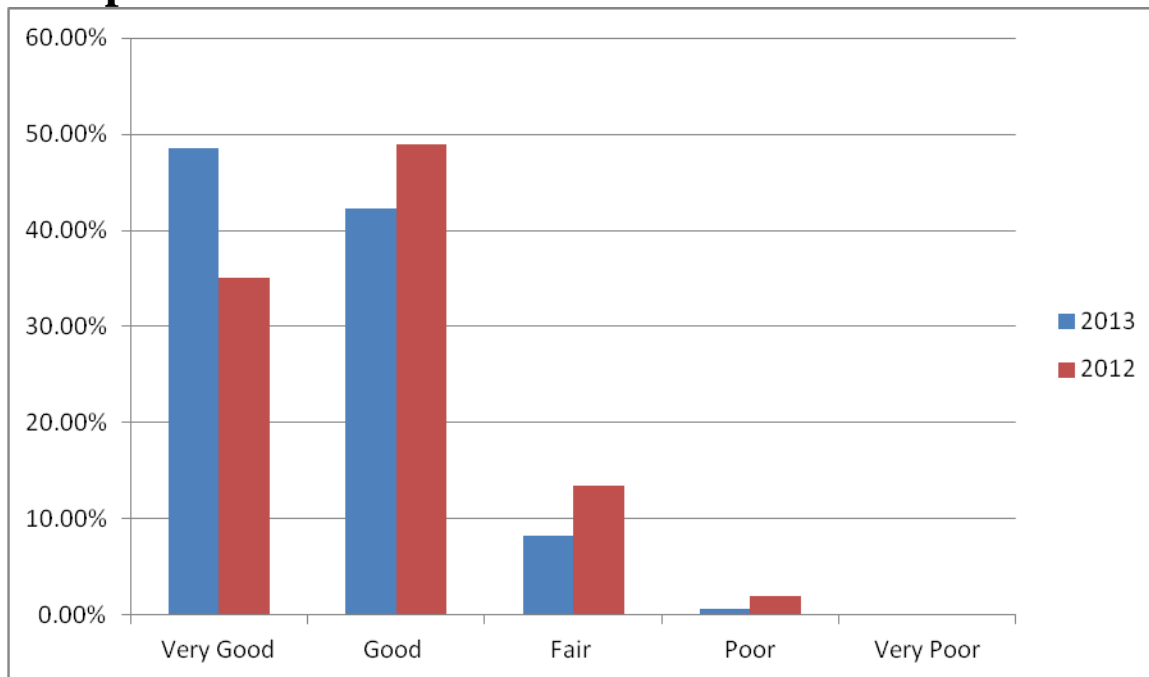
Question answered by patient 253 = 84.3%

Question not answered by patient 47 = 15.6%

Overall Satisfaction with Merchiston Surgery 2013



Overall Satisfaction with Merchiston Surgery 2013 Compared with 2012



90.9%

of all patient ratings regarding overall satisfaction were very good or good.

The results of this survey will help us to provide the best possible service to you.